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NFC's Customer Board Meeting
Thursday, December 4, 2014
9:00 – 11:00, a.m. EST

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Roll Call

Video:
John White, NFC
Anita Fincher, NFC

In the Room:
Maria Wennersten, SI
Anh Lewellen, NFC

On the Phone:
Eunice Meade, GAO
Joe Glenn, DOJ
Cynthia Simon, DOJ
Indu Garg, DM
Ventris Gibson, HHS
Barbra Symonds, HHS   ,
Denise Yaag, DOC
Natalie Tyce, FDIC
Stephanie Forster, Treasury
Virginia "Ginny" Towe, Treasury
Alvin "Chip" Black, DOL
Debra Henderson, DHS
Cheryl McElroy, DHS

Opening Comments

John White and Anita Fincher welcomed everyone and expressed thanks for their attendance

Old Business Updates

-Adopt September 11, 2014, Customer Board Minutes

-Risk Mitigation for Legacy Payroll/Personnel System

In November NFC acquired and installed Direct Access Storage Device (DASD). DB2 databases are currently under development for all environments. Phase II applications have been provided to the vendor who is currently performing an analysis to ensure no modules are missing. As missing modules are identified, we are working inventory exception reports.

Currently, a refresh analysis is underway for Phase I. Any products or programs from Phase I that have changed since the set was sent will be refreshed to ensure we have current code line for the upcoming performance testing.

Q. When everything currently on the mainframe transfers over to the DB2 environment will the FOCUS environment be included or will FOCUS be phased out at that time?

A. Both efforts should happen at the same time. FOCUS will be sunset when we go to DB2; the reporting will come out of *Insight*. Further information concerning FOCUS will be discussed in the next *Insight* reporting work group meeting.

-*Insight* Enterprise Reporting Solution

As part of our continued stabilization we have updated Organizational Dimension descriptions and NOA Code descriptions. We have completed PERHIS repartitioning and indexing of tables. In October we began Build 3 requirements gathering. The primary focus of Build 3 is on T&A data. Once we have the requirements in place, we can determine the launch date. WebTA and Paycheck8 hosted by NFC will be in *Insight* for data analysis and reporting.

Q. Will more training be offered prior to the March release date?
A. Yes. There is ongoing *Insight* training. For dates and additional information, check the *Insight* webpage located on the NFC Home Page. We will also distribute another follow-up customer notification (CN) to ensure everyone is aware of the *Insight* training offered by NFC.

Q. What is the FOCUS phase out date?
A. Summer of 2016 is the anticipated date; the phase out must happen when we move over to DB2.

Q. Will data dumps be available in *Insight* as well at that time? Has this been discussed at previous meetings?
A. You will still be able to download data; however, we need to revisit the 'massive' data dumps to determine the most efficient process for them. Yes, it has been discussed prior. We are addressing this matter and will provide a follow-up.

Q. Should we have all of our FOCUS reports converted to *Insight* by 2016? By early or late summer?
A. Yes. All FOCUS reports are to be converted into *Insight* by Summer 2016. Anticipated timeframe is June/July.

Q. Currently many data calls are not standard programs and therefore an ad hoc analysis must be created in order to pull the data dumps. A method is needed that will allow us to pull these large clumps of data for analysis. With the T&A data going in Build 3, will the locator system be included as well?
A. Yes. We also have a couple of other agency specific items going in.

Q. Currently we use FOCUS to do many things including table downloads. Will these be included?
A. We will circle back to this. Reports Working Group (RWG) meetings will be scheduled to reconvene on these issues.

Q. This may be a Security issue. With many people using FOCUS to feed other systems there might also be accreditation issues as well as Interconnection Security Agreements (ISA).
A. We will get back to you on that as well.

ACTION ITEMS:
1. **Follow-up customer notification regarding *Insight* training schedule.**
2. **Revisit massive data dumps to determine the most efficient process.**
3. **Schedule working group meetings to reconvene on *Insight*/FOCUS/Data Dumps/Table Downloads.**
4. **Security/Accreditation/Interconnection Security Agreements.**

-T&A Solutions

1. webTA - The installation and configuration of the software release containing USDA/OCFO changes has been completed. Also completed was the data migration for the QA environment for USDA/OCFO. Implementation is scheduled for PP 02, 2015.

2. Paycheck 8 - Installation and configuration of software for the first three agencies has been completed. We are currently testing software for: Woodrow Wilson, Occupational Safety and Health Review Commission and Office of Special council. Implementation is scheduled for PP 03, 2015 for all three agencies.

Central Accounting Reporting System (CARS)

As of August 2014 NFC is a CARS Collection Pilot Reporter. We have implemented system changes to include the new Component Treasury Account Symbol (TAS) form and the BETC in several internal NFC accounting processes. Systems requirements for all phases have been completed. Complete systems development and End-to-End testing including numerous files and reports is scheduled for February 2015. We will continue to reach out to customers to review and clean up invalids TAS codes in the MASC system. In April 2015 Production Parallel Testing is scheduled to begin. We anticipate being a full CARS reporter in August 2015. The most current CARS information can be located on the NFC Home Page: https://www.nfc.usda.gov/Client_Services/cars.html.

-HRLOB Provider Activities

NFC is in the final stages of reviewing the draft 2014 Provider Assessment. Upon reviewing the assessment improvements will be made based on information provided.

-FY15 Service Level Agreements & Interagency

NFC has finalized and provided FY15 IA packages in October to customers and hope to get these back within the next two weeks. Also, we are still in the process of finalizing a few of the IAs from the HR side as well as agency specifics.

Q. Is there a target date of when the IA and SLA is to be received?
A. NFC is in the process of finalizing Agency specific IA/SLAs. With implementation delays, we want to ensure figures are correct. The IA/SLA will be forwarded as soon as possible.

Q. For customers with Metrics will they be associated with the SLAs?
A. Yes. The IAs/SLAs contain Metrics for those customers.

Action Item: Provide IA/SLA to HHS.

-OPM's Initiatives

- **FEHB Eligibility to Seasonal, Intermittent, and Temporary Employees (Affordable Care Act (ACA) Project #876959):**
  The FRD has been completed; the project will be scheduled for implementation PP 01, 2015.

  Q. Is the FRD available now?
  A. It will be posted as soon as possible.

Q. Will Reporting be available in production in PP 01?

A. No. The reporting will not actually take place until 2016. A pilot will be held sometime after March 2015 for ACA Reporting using our 2014 data to produce these forms and reports to IRS. The use of 2014 data as our test is to ensure our system is working.

Action Item: Follow up with posting of the FRD.

- **New Phased Retirement Program (Project# 786155):**

    Completed draft requirements for the project based on final BAL issued on November 19, 2014, by OPM. The FRD is in the review stage. Anticipate going into production PP 06, 2015.

- **FEHB Self Plus One Enrollment (Project# 766433):**

    Scheduled for PP 01, 2016. FRD is in progress based on current draft OPM guidance. Enrollment codes will be effective January 1, 2016. Agencies and NFC must ensure systems are ready to accept and process the new codes for the 2015 Open Season. All testing must be completed by September 1, 2015.

- **FEHB Benefits for Step-children of Same Sex Partners who cannot be Claimed as Tax Dependents (Project #685780):**

    The FRD has been completed and project will be scheduled for implementation.

-Security Access Improvements

In October 2014 Agency Security Officer (ASO) email addresses were loaded to the NFC mainframe security file. The email addresses will allow ASOs to receive electronic notification of user inactive accounts. On November 13, 2014, NFC hosted an ASO User Group meeting onsite at OCFO New Orleans. There were 13 in attendance onsite and 44 participating via webinar.

The meeting was very productive with dialog around protecting information, access management improvements, security access forms and *EmpowHR* security. Several actions items were noted and will be assessed and added to the Security improvement plan. In November, ASOs were requested to begin providing user (employee) email addresses to facilitate electronic notification to the user regarding their accounts.

Fine-tuning Role Based Access implementation is in progress as several agencies have expressed interest in implementing.

Q. How are the ASO email addresses being loaded to ASO Security? Are they keyed in or by another method?

A. I do not know but we will get that information for you.

Q. What was the deadline to complete this?

A. ASO emails were already provided. A notice was distributed in November. We will follow- up with the actual date.

Action Items:

1) **How are the email addresses being loaded to ASO Security?**
2) **What was the deadline for completion?**

-Payroll/Personnel System (PPS) & webTA Statistics

- **Payroll Personnel Systems (PPS):**

  Schedule releases status can be found on the Project Review Team (PRT) reports that are distributed to customers the first Tuesday of the pay period.

- **webTA Statistics**

  An analysis performed on the IRs showed that in some cases it was harder to meet metrics based on response time from customers. In the future there will be a due date for a return response in order to keep Kronos engaged in the issue. If the return response is not met by the due date the IR will be closed. Please keep in mind that right now Kronos' focus is 4.2 and critical IRs.

-FY14 SLA Metric Performance

- **PPS User Access Requests:** While there has been improvement, this quarter was impacted by additional training for the resources. The training should help to improve the turnaround time on future request.

- **webTA User Access Requests:** Training impacted this metric. You should see improvement on future requests.

- *EmpowHR*: NFC will continue to address the existing backlog of already aged IRs causing the failure of the metric. There has been a challenge with the code locks. The assessment team continues to address the backlog and is working to expedite release of code locks.

New Business

-PAYE Processing for Pay Period 24

NFC distributed a customer notification dated November 21, 2014, advising customers that due to the holiday season the processing schedule for PP 24, 2014, would be changed to expedite the processing of salary payments.

- Agencies can transmit T&As as of Friday, December 12, 2014.

- T&As must be transmitted no later than COB Monday, December 15, 2014.

- Wednesday, December 17, 2014, the first pass of PAYE will execute with net salary payments dated Friday, December 19, 2014.

- The second pass of PAYE will execute Thursday, December 18, 2014, with net salary payments dated Monday, December 22, 2014.

- Net salary paper checks will have official pay date of Wednesday, December 24, 2014.

- Earlier "pending" or "memo posting" to employee accounts may occur depending on their Financial Institution.

-2014 W-2s

NFC completed test verification of each transaction code on Form W-2 (agency, state, city and county). Agency UAT testing was completed November 21, 2014. There were no material errors noted; one address issue occurred however the issue was resolved and successfully re-tested. NFC is currently working to clear suspense items prior to year's end; thus, allowing for earlier delivery of W-2s for employees who other wise would be in suspense at year end.

Dates of note:

- December 18, 2014, is the final day for agencies to request W-2s to be placed on HOLD.
- Beginning December 30, 2014, we will execute programs to begin creating 2014 W-2s.
- We will begin distribution of 98% to 99% of the W-2s the week of January 12, 2015.
- The upload of W-2 data to EPP, Reporting Center, Turbo Tax and At Home will occur on January 16, 2015.
- Complete clearing W-2 suspense by January 31, 2015.
- Beginning February 5, 2015, W-2C processing system will be available to make any corrections necessary to 2014 W-2s.

-2014 Personal Benefits Statements

NFC distributed a customer notification dated September 12, 2014, regarding upcoming timeline and requirements for 2014 Personal Benefits Statements. We are currently gathering requirements from agencies.

Dates of note:

- December 15, 2014 – Deadline to submit new requirements.
- March 2-13, 2015 – Customer User Acceptance Testing (CUAT) will be available in EPP and the Reporting Center in the CUAT environment.
- April 2015 (tentative) – Post statements in EPP and the Reporting Center.

-2015 Annual Pay Raise

NFC distributed a CAPPS Notice dated November 13, 2014, to CAPPS members and Annual Pay Raise POCs regarding the kick-off meeting scheduled for November 20, 2014. The kick-off meeting was held via teleconference with our customers to ensure that everyone is familiar with NFC's process.

Dates of note:

- December 5, 2014 - Deadline for submitting updates for Agency POCs.
- December 12, 2014 - Deadline for submitting agency Security access Requests via Remedy Requester Console.
- December 12, 2014 - Deadline for submitting Test Participation forms.
- January 6, 2015 - Deadline for submitting Agency Requirements.

Closing Comments/Adjourn

Anita asked if there were any additional comments or questions and there were none. The meeting was adjourned. *EmpowHR* customers were invited to remain on the phone to continue the discussion.

EmpowHR

-Non-Core HR Integration

Vendor demonstrations were held in November. Information resulting from the demonstrations was submitted to the contracting officer. We are awaiting their cost analysis. Final selections are projected for January or February. Originally, the target date for implementation of USA Staffing for HHS was PP06; however, potentially there may be a three pay period delay for Wave 1. We are building an analysis for the effect on Waves 2 and 3.

The non-core RFQ will include various products according to OPM's Business Reference Model thus allowing customers to pick and choose products for use with *EmpowHR*.

-*EmpowHR* Implementations

HHS Wave 1 is scheduled for PP06, 2015. Currently conducting System Integration Testing (SIT) and System Acceptance Testing (SAT) for HHS. DOJ Pilot Agencies scheduled for PP13, 2015 (July). Fit Gap analysis was conducted and license purchase completed for DOJ. Fit Gap analysis was also conducted for BBG. Requirements analysis is in progress for both BBG and DOJ.

- *EmpowHR* IR Statistics
Reviewed points on slides.

Closing Comments/Adjourn

Anita asked if there were any questions or concerns and there were none. She wished everyone a happy holiday season. Meeting adjourned.

Future Customer Board Meetings:

March 12, 2015	9:00 – 11:00 a.m. EST
June 11, 2015	9:00 – 11:00 a.m. EST
Sept. 10, 2015	9:00 – 11:00 a.m. EST
Dec. 10, 2015	9:00 – 11:00 a.m. EST